

Boise State University

ScholarWorks

2020 Undergraduate Research Showcase

Undergraduate Research and Scholarship
Showcases

4-24-2020

Employees' Time Off Experience

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How Might We Improve Employees' Time Off Experience?

Employees are saying:

"we haven't changed with the times, haven't changed with the desires of the workforce – stuck in the past." -Baby Boomer, Nov'19

"company's work-life benefits are average, standard, not competitive to what's out there now." -Millennial, Nov'19

Employee Persona

BEHAVIORS:

- Spend time tracking and planning time off requests
- Think about impact to peers and supervisor
- Put the organizational needs first

WHAT THEY ARE LOOKING FOR:

Supervisor and peers to be supportive and encouraging as time off is “earned time – they earned it.”
Allow them to leave work at work and not have it overflow into other aspects of their lives – “life’s too short.”

STRESS POINTS:

“Working to provide for family” and to live life, not spending more time at work than family and not to be “living the best life”.

Benefits key observations

Key observations

[illegible]

Feeling CHEATED

I observe a time accrual gap difference between roles/tenure. I feel cheated as I put in the same hours and work for the same mission as everyone else. So I think that it is unfair for one employee to be able to have more time or flex their schedule and not the other. I really want to be treated the same, treated like a professional and to be trusted – like the rest.

Employees' Ratings

Professional employee ratings:

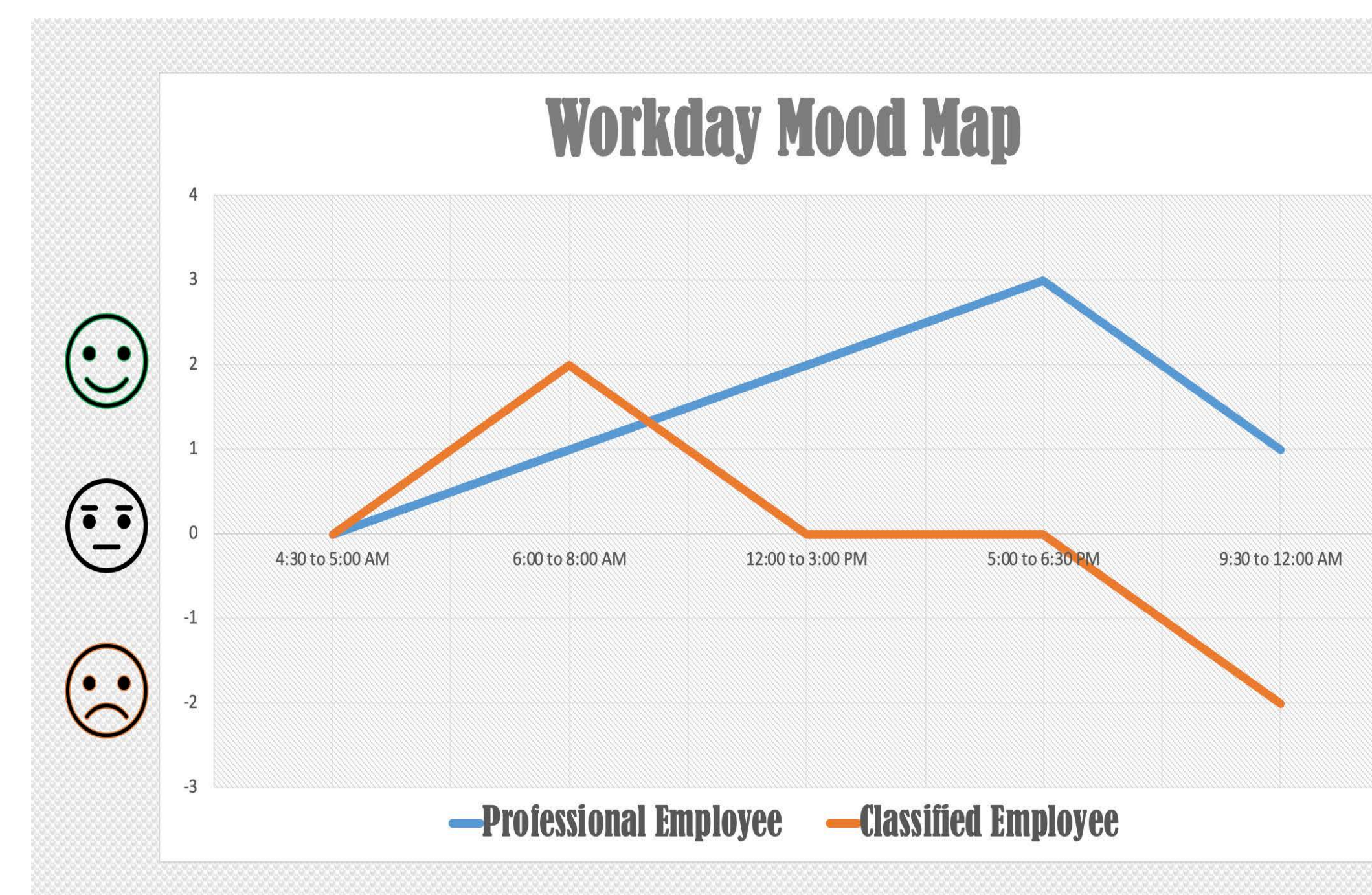
- **C** for time off benefits b/c it's standard
- **8 out of 10** for sentiment about job
- **75%** probability of staying, 25% leaving job
- Staying b/c like colleagues, type of work, and health benefits. Leaving for more money, better work-life balance, and better health benefits.

Classified employee ratings:

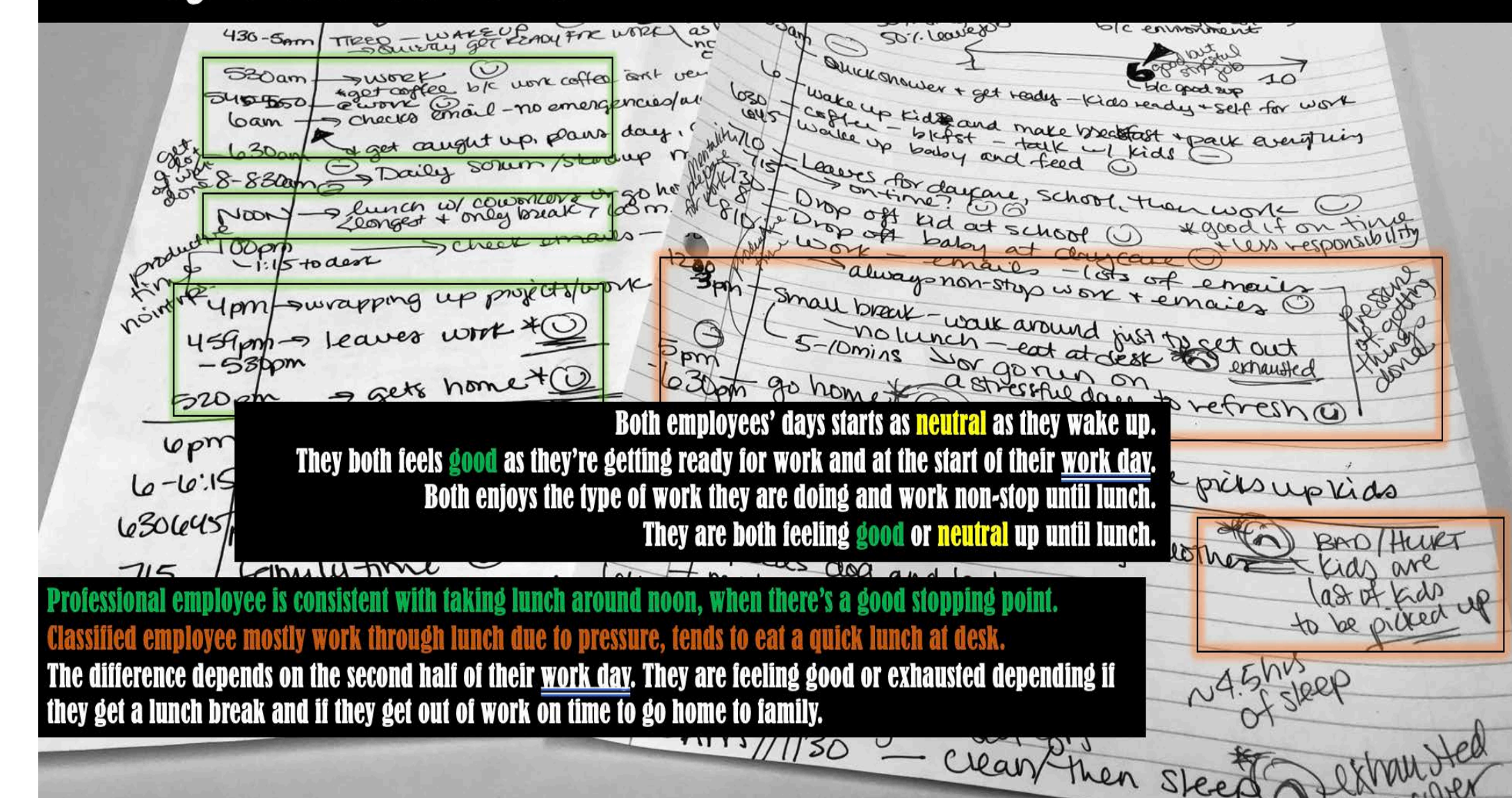
- **D** for time off benefits depends on boss
- **6 out of 10** for sentiment about job
- **50%** probability of staying, 50% leaving job
- Staying b/c like supervisor and wanting to be vested. Would leave if vested.

EMPLOYEES WANT HELP

They want to “feel supported when gone, and not feel guilty or stressed about the work they have when they get back.” ...and some employees need something to “incentivize” them “to take time.”



Key observations



UX Certificate Capstone Project, Dec 2019

PHASE 1: +10 HOURS = Met 2 clients
PHASE 2: +30 HOURS = Interviewed 12
PHASE 3: +50 HOURS = Surveyed 36
PHASE 4: +35 HOURS = Compared & analyzed

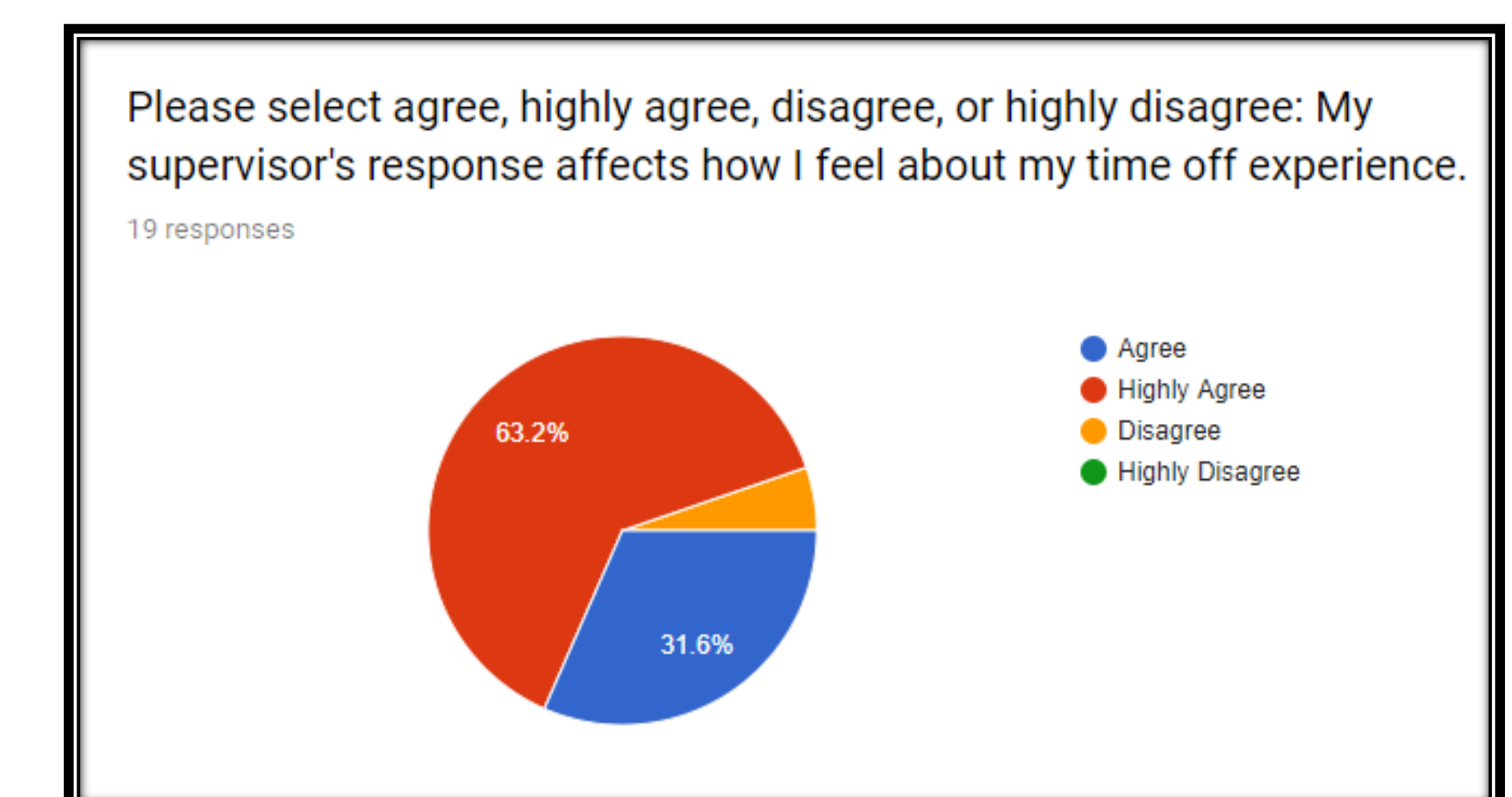
**“We spend more time at work than with family”
– interview, Nov 2019**

95% of employees surveyed would prefer a shorter work week or workday.

Impact of Reactions

95% - My supervisor's response affect how I feel about my time off experience

- 63.20% highly agree
- 31.60% agree
- 5.20% disagree



70% - My colleagues's response affect how I feel about my time off experience:

- 35% highly agree
- 35% agree
- 30% disagree

